

About once a quarter we receive an additional bill on our Qwest telephone bill from OAN/Nationwide Connections, Inc. Each time I call and have the charges reversed. At one point there was a charge for \$27. I looked them up on the BBB site and they are in poor standing.

Today I called OAN at 888/343-5114 in West Palm Beach, FL to have the charges reversed. I explained the above situation and told her I did not want another charge to show up on my bill. She said it was impossible for us to have received a \$27 charge because none of their charges are over \$9. How can they predict how long a collect call will be? I accused the company of making fraudulent charges and she denied that of course.

I then called Qwest and they said there is no way they can block any charges to our bill. Even if the company is proven fraudulent they still must except the charge and forward it to the customer.

This is ridiculous! The FCC should expose the fraudulent chargers and allow the phone companies to block billings from them. There can't be that many independent vendors. This has now taken an hour of my time to remove a \$6.25 charge. Most people might consider that a waste of time and considering my hourly rate it really is, but something must be done. I'm a very diligent person and review my bill. This company is feeding off of those who don't pay attention to their bill. They should be stopped.

Thank for you consideration! - Karla